Professionally–led online support groups for Canadians affected by cancer

User's Manual

Version 1.0
December 2010

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Introduction

The purpose of this manual is to help you navigate through the Cancerchatcanada.ca.ca website and become familiar with logging in, updating your profile information and joining a chat. The website also includes a discussion board and here we present a brief introduction to the main features of the bulletin board. This manual includes:

- Browsing the homepage
- Registering for online support groups
- Logging in
- Requesting membership to a group
- Participating in a group
- Posting a new topic
- Replying to a message
- Logging out

Please read through this manual before participating in an online group – the simple instructions, pictures, and notes were written to make the group experience easier and more comfortable right from the start.

If you have any questions about the program, the registration and assessment process, or your groups, please contact the online support group team at: info@Cancerchatcanada.ca.ca.

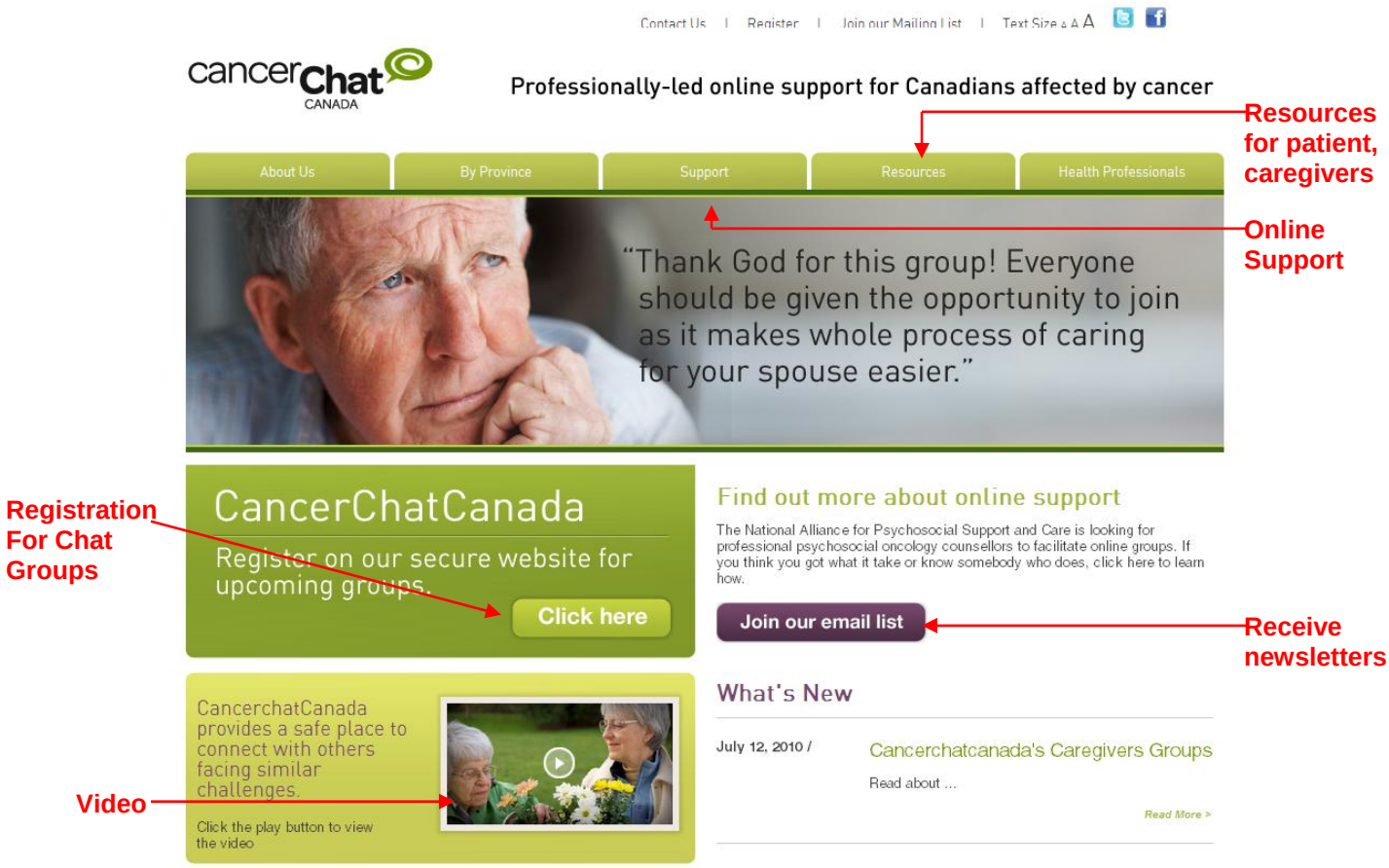
Thank you,

cancerChat CANADA

About Cancerchatcanada.ca.ca

Cancerchatcanada.ca is operated from the British Columbia Cancer Agency in Vancouver, British Columbia. The program director is Joanne Stephen, Ph.D. Dr. Stephen is a leading researcher in online psychosocial support for people affected by cancer; she is also a founding member and the current chair of the National Alliance for Psychosocial Care Online (NAPSCO).

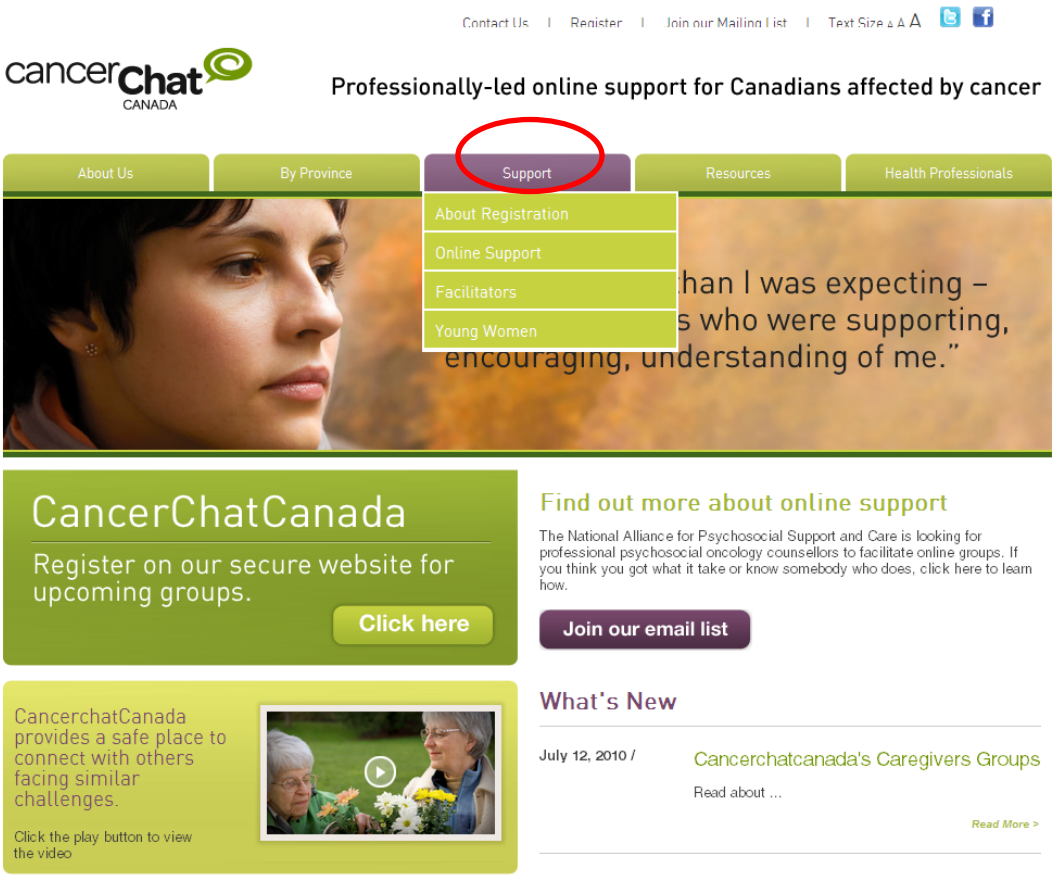
Cancerchatcanad.ca is an innovative, engaging and user-friendly website with that includes video, secure participant registration, resources to help you cope with cancer and integrated chat groups for support.


Contact Us | Register | Join our Mailing List | Text Size A A A
cancerChat CANADA
Professionally-led online support for Canadians affected by cancer
About Us
By Province
Support
Resources
Health Professionals
"Thank God for this group! Everyone should be given the opportunity to join as it makes whole process of caring for your spouse easier."
CancerChatCanada
Register on our secure website for upcoming groups.
Click here
Find out more about online support
The National Alliance for Psychosocial Support and Care is looking for professional psychosocial oncology counsellors to facilitate online groups. If you think you got what it take or know somebody who does, click here to learn how.
Join our email list
CancerchatCanada provides a safe place to connect with others facing similar challenges.
Click the play button to view the video
What's New
July 12, 2010 /
Cancerchatcanada's Caregivers Groups
Read about ...
Read More >
Resources for patient, caregivers
Online Support
Registration For Chat Groups
Receive newsletters
Video

Anyone who comes to Cancerchatcanada.ca can browse our Support Page. You do not need to register in order to view its contents. Please use this folder to learn more about:

- About Registration
- Online Support
- Information on Facilitators
- Young Women's Study

1. **Go to http://Cancerchatcanada.ca.ca**
2. **On the webpage click on Support**


Contact Us | Register | Join our Mailing List | Text Size A A A
cancerChat CANADA
Professionally-led online support for Canadians affected by cancer
About Us
By Province
Support
Resources
Health Professionals
About Registration
Online Support
Facilitators
Young Women
han I was expecting –
s who were supporting,
encouraging, understanding of me."
CancerChatCanada
Register on our secure website for upcoming groups.
Click here
Find out more about online support
The National Alliance for Psychosocial Support and Care is looking for professional psychosocial oncology counsellors to facilitate online groups. If you think you got what it take or know somebody who does, click here to learn how.
Join our email list
CancerchatCanada provides a safe place to connect with others facing similar challenges.
Click the play button to view the video
What's New
July 12, 2010 /
Cancerchatcanada's Caregivers Groups
Read about ...
Read More >

Online Support Groups

Cancerchatcanada.ca.ca support groups are available to Canadians who have been diagnosed with cancer and their family or friends who are caring for them, there is no cost involved.

- A professional psychosocial oncology counselor facilitates each chat
- Groups have 6-8 members and meet weekly for 10-12 weeks
- The online chats are hosted on a password protected website and only members of your group have a password to log in and join the discussion
- Each session is 90 minutes. Group discussions are focused around common experiences or concerns and questions
- Members are encouraged to speak openly and to support each other

The online groups are structured to provide emotional support and a place to safely discuss personal topics. Some groups use a manual designed for cancer survivors and weekly topics help to generate discussion.

In general, chat rooms are not the best place to learn about specific cancer-related treatment issues. We have provided a resource page to learn more about cancer care and treatment.

Please visit our group information page or fill out an online registration form to find the right group for you, or call us toll-free at 1-800-663-3333 extension 4965 or 4966, or email info@Cancerchatcanada.ca.ca

Cancerchatcanada.ca Disclaimer

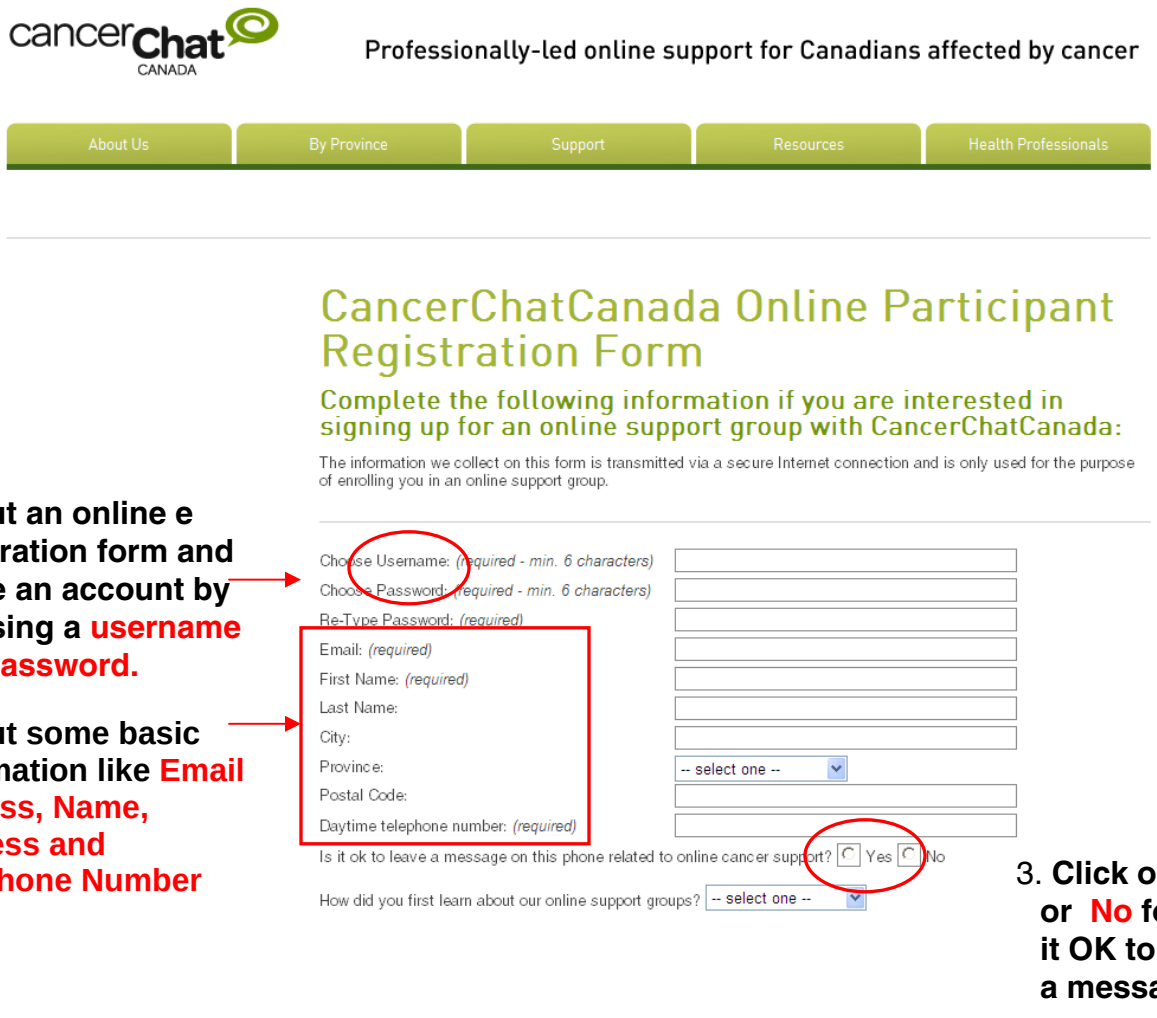
Cancerchatcanada.ca.ca online groups, and information posted on discussion boards, is not intended as therapy and should not be considered as a replacement to any other form of psychological or psychiatric treatment.

Cancerchatcanada.ca does not provide specific medical advice and urges users to consult with a qualified physician for diagnosis and for answers to their personal questions. Individuals should consult their health care provider, psychologist, or counselor before starting an online group. Even though all or part of the web portal may be certified under the Health on the Net Code or any

other similar program, Cancerchatcanada.ca.ca accepts no responsibility or other liability to obtain or maintain this type of certification. We do not assume any liability in this way, even if provisions to the contrary exist in such codes or certification programs.

Registering for Online Support Group

Registering to the Online Support Group puts you on a list of potential participants. Fill out the form to the best of your ability. The important steps are highlighted in red.

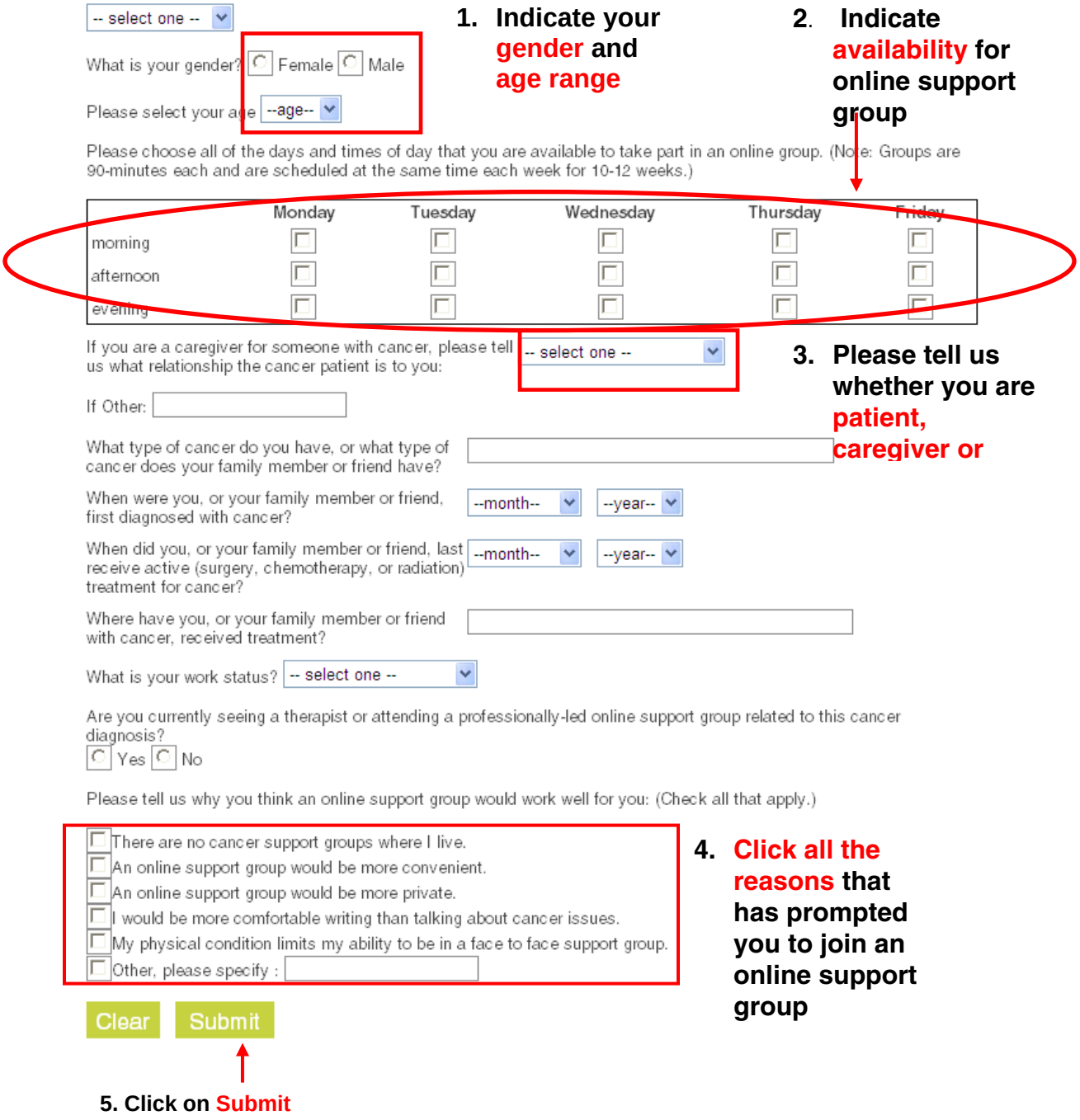

cancerChat CANADA
Professionally-led online support for Canadians affected by cancer
About Us
By Province
Support
Resources
Health Professionals
CancerChatCanada Online Participant Registration Form
Complete the following information if you are interested in signing up for an online support group with CancerChatCanada:
The information we collect on this form is transmitted via a secure Internet connection and is only used for the purpose of enrolling you in an online support group.
Choose Username: (required - min. 6 characters)
Choose Password: (required - min. 6 characters)
Re-Type Password: (required)
Email: (required)
First Name: (required)
Last Name:
City:
Province:
-- select one --
Postal Code:
Daytime telephone number: (required)
Is it ok to leave a message on this phone related to online cancer support? Yes No
How did you first learn about our online support groups?
-- select one --

1. **Fill out an online e registration form and create an account by choosing a username and password.**

2. **Fill out some basic information like Email address, Name, Address and Telephone Number**

3. **Click on Yes or No for " Is it OK to leave a message"**

After completing this step, move to the second part of the registration process. This allows us to gather some more information about your connection with cancer, your availability for online groups and your reasons for joining a support group.


-- select one --
What is your gender? Female Male
Please select your age --age--
1. Indicate your gender and age range
2. Indicate availability for online support group
Please choose all of the days and times of day that you are available to take part in an online group. (Note: Groups are 90-minutes each and are scheduled at the same time each week for 10-12 weeks.)
Monday Tuesday Wednesday Thursday Friday
morning
afternoon
evening
If you are a caregiver for someone with cancer, please tell us what relationship the cancer patient is to you:
-- select one --
3. Please tell us whether you are patient, caregiver or
If Other:
What type of cancer do you have, or what type of cancer does your family member or friend have?
When were you, or your family member or friend, first diagnosed with cancer?
--month-- --year--
When did you, or your family member or friend, last receive active (surgery, chemotherapy, or radiation) treatment for cancer?
--month-- --year--
Where have you, or your family member or friend with cancer, received treatment?
What is your work status? -- select one --
Are you currently seeing a therapist or attending a professionally-led online support group related to this cancer diagnosis?
Yes No
Please tell us why you think an online support group would work well for you: (Check all that apply.)
There are no cancer support groups where I live.
An online support group would be more convenient.
An online support group would be more private.
I would be more comfortable writing than talking about cancer issues.
My physical condition limits my ability to be in a face to face support group.
Other, please specify :
4. Click all the reasons that has prompted you to join an online support group
Clear
Submit
5. Click on Submit

Getting Enrolled

After completing the online registration form, an enrollment coordinator will telephone you or you will receive an email with the dates of upcoming groups.

Once we have done a brief assessment to determine whether an online group is the best support for you, we ask you to complete an online questionnaire as part of our ongoing research program; this takes approximately 10 minutes, and once completed, your enrollment coordinator provides you with an email and instructions for logging in to your group chat.

*****PLEASE NOTE***All profile information and requests for membership are reviewed by the Cancerchatcanada.ca.ca enrolment coordinator during the assessment process and only participants who have been verified as Canadian cancer patients or family or friends of a Canadian cancer patient are admitted into groups. This verification process is part of our safety protocol that assures you are given a safe and comfortable place in which to gain support.**

Upgrade your Browser

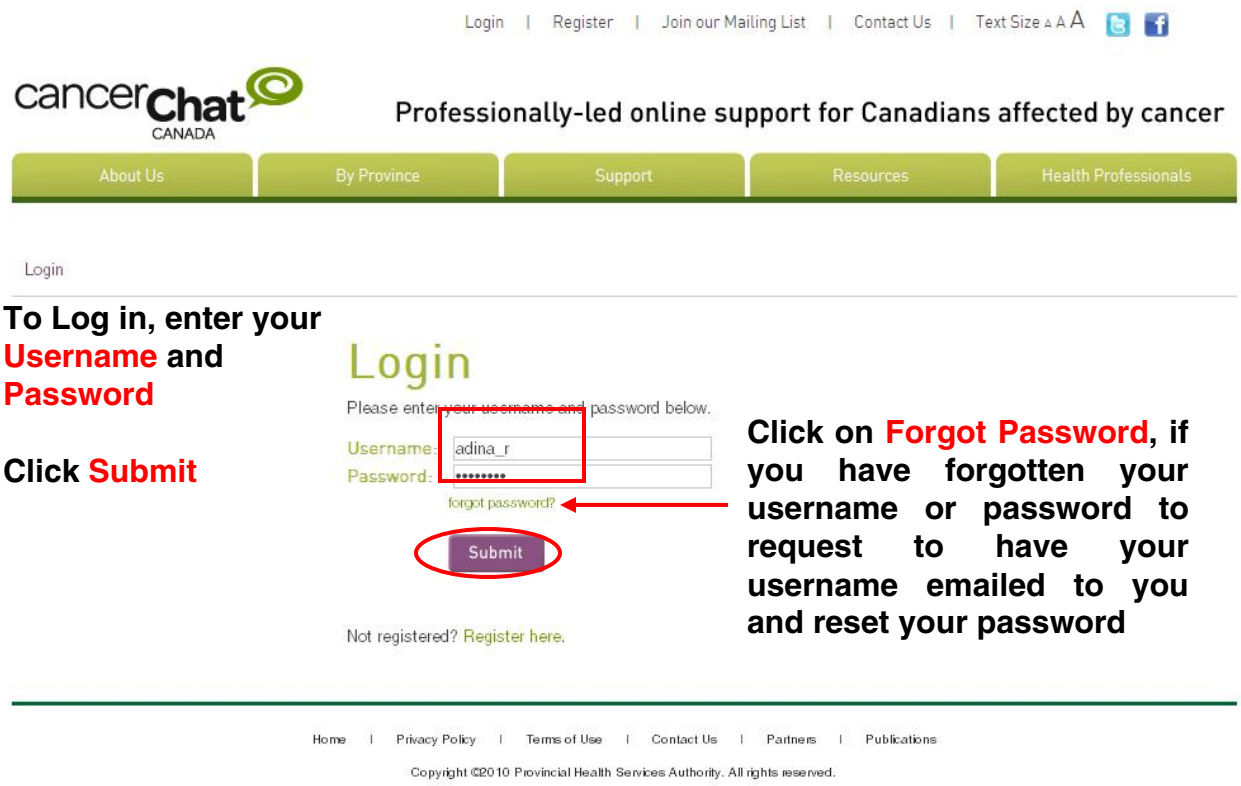
The chat platform on Cancerchatcanada.ca works best with the Internet browsers Microsoft Explorer 7 and 8, or Firefox. Listed below are the links to several browsers you can download to upgrade yours.

Internet Explorer:
http://www.microsoft.com/windows/internet-explorer/default.aspx

Firefox:
http://www.mozilla.com/

First time Logging in

Once this step is complete, your account will be activated by our Online Administrator. Activation by our internal administrator has been added for your safety—via this initial screening we are able to stop many fake accounts, spam accounts, robots, and solicitations that may have otherwise disrupted your support group experience. Once your account has been activated, you will be able to log in.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By Province
Support
Resources
Health Professionals
Login
Login
Please enter your username and password below.
Username: adina_r
Password:
forgot password?
Submit
Not registered? Register here.
Home | Privacy Policy | Terms of Use | Contact Us | Partners | Publications
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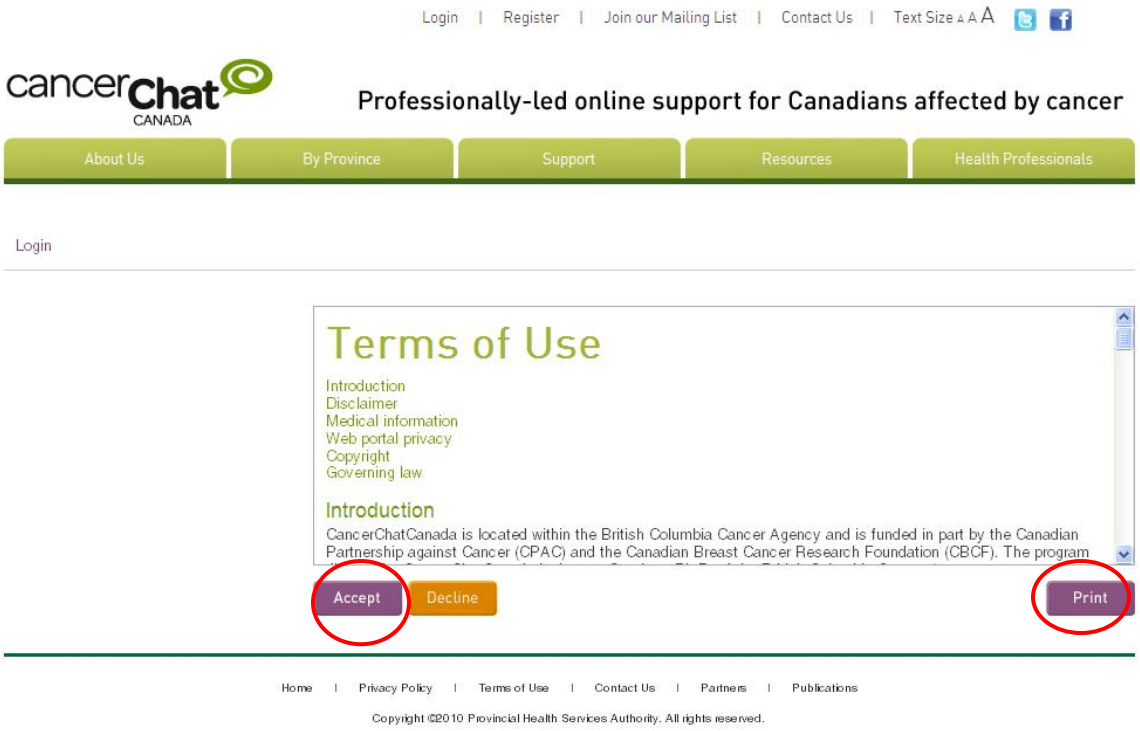
1. **To Log in, enter your Username and Password**
2. **Click Submit**

Click on Forgot Password, if you have forgotten your username or password to request to have your username emailed to you and reset your password

Terms of Use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Professionally-led online support for Canadians affected by cancer
About Us
By Province
Support
Resources
Health Professionals
Login
Terms of Use
Introduction
Disclaimer
Medical information
Web portal privacy
Copyright
Governing law
Introduction
CancerChatCanada is located within the British Columbia Cancer Agency and is funded in part by the Canadian Partnership against Cancer (CPAC) and the Canadian Breast Cancer Research Foundation (CBCF). The program
Accept
Decline
Print
Home | Privacy Policy | Terms of Use | Contact Us | Partners | Publications
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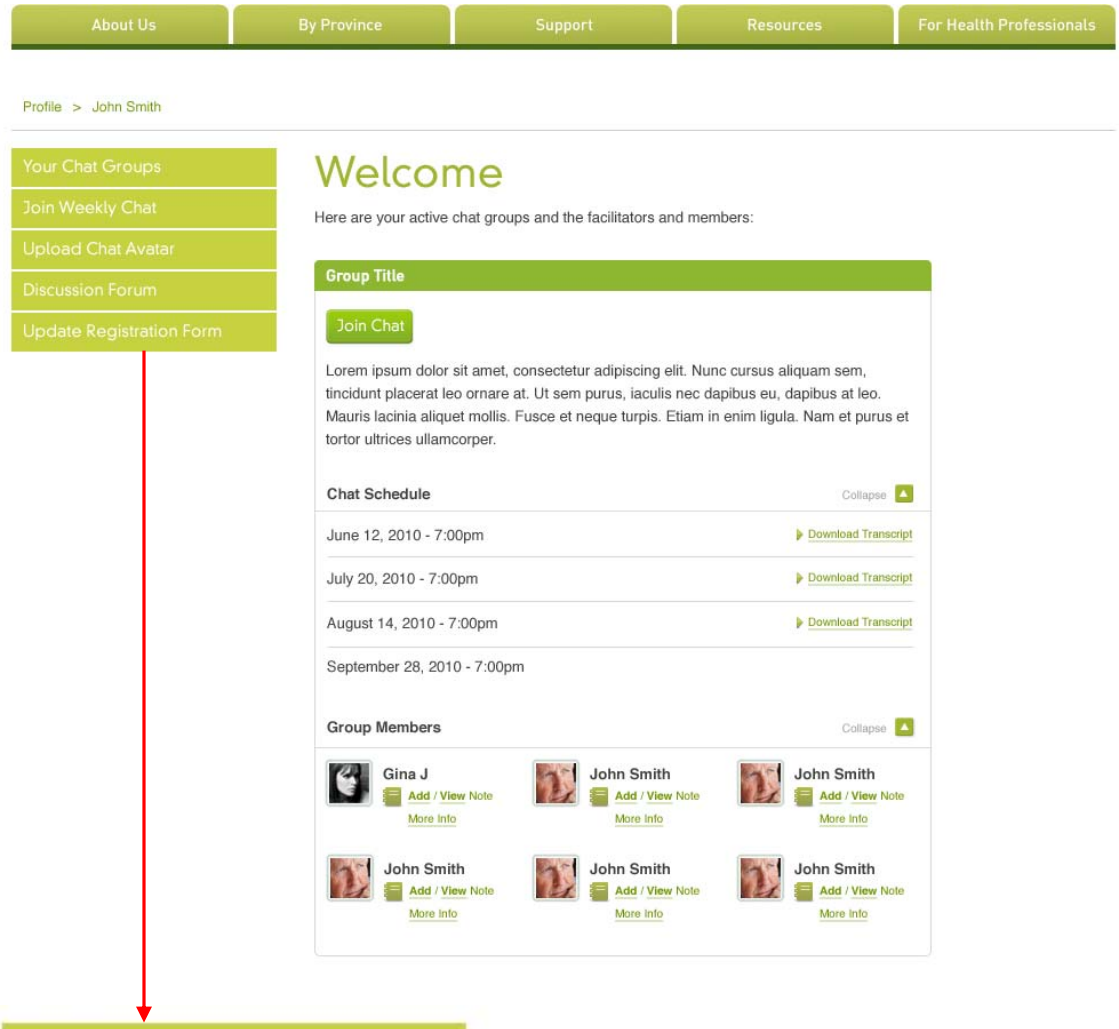
Scroll up and down to read

1. You can also scroll up and down the Terms of Use and Print it for your records.

2. Click Accept to continue with login.

3. If you do not agree with the Terms of Use, please click Decline. If you any questions or concerns please contact us at 1-800-663-3333 extension 4965 or 4966, or email info@Cancerchatcanada.ca.ca. You cannot proceed with logging in if you do not agree with the Terms of Use.

User Welcome Page


About Us
By Province
Support
Resources
For Health Professionals
Profile > John Smith
Your Chat Groups
Join Weekly Chat
Upload Chat Avatar
Discussion Forum
Update Registration Form
Welcome
Here are your active chat groups and the facilitators and members:
Group Title
Join Chat
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc cursus aliquam sem, tincidunt placerat leo ornare at. Ut sem purus, iaculis nec dapibus eu, dapibus at leo. Mauris lacinia aliquet mollis. Fusce et neque turpis. Etiam in enim ligula. Nam et purus et tortor ultrices ullamcorper.
Chat Schedule
Collapse
June 12, 2010 - 7:00pm
Download Transcript
July 20, 2010 - 7:00pm
Download Transcript
August 14, 2010 - 7:00pm
Download Transcript
September 28, 2010 - 7:00pm
Group Members
Collapse
Gina J
John Smith
John Smith
John Smith
John Smith
John Smith
Add / View Note
More Info

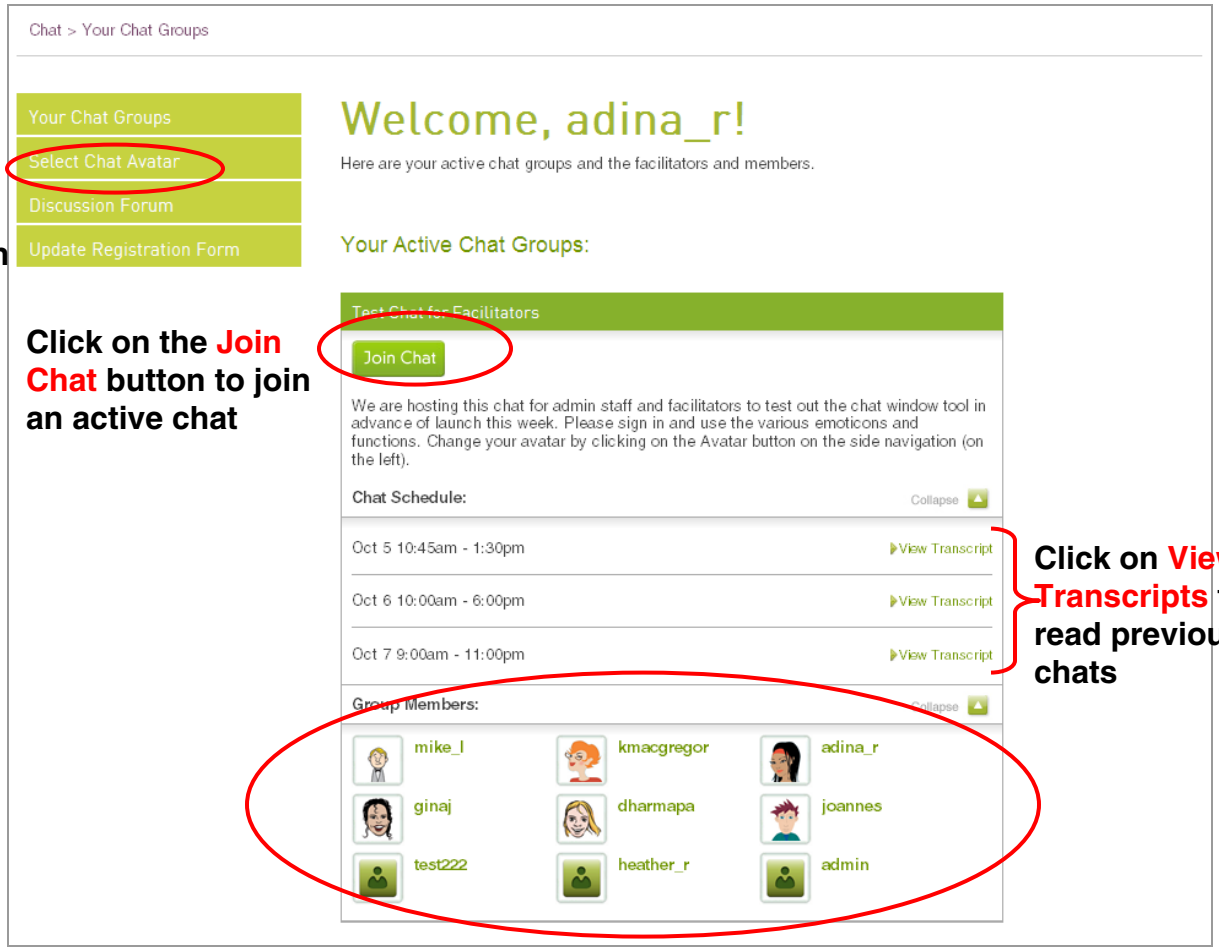
1. **You can browse your chat groups**
2. **Join weekly chat**
3. **Upload Chat Avatar**
4. **Post a note on the discussion forum**
5. **You can also update your profile by updating the registration form**

The browser on the left hand side allows you to modify your profile and manage your groups. You can also use it to navigate to the bulletin board or discussion forum.

Join Chat

Click on Select Chat Avatar to upload an avatar

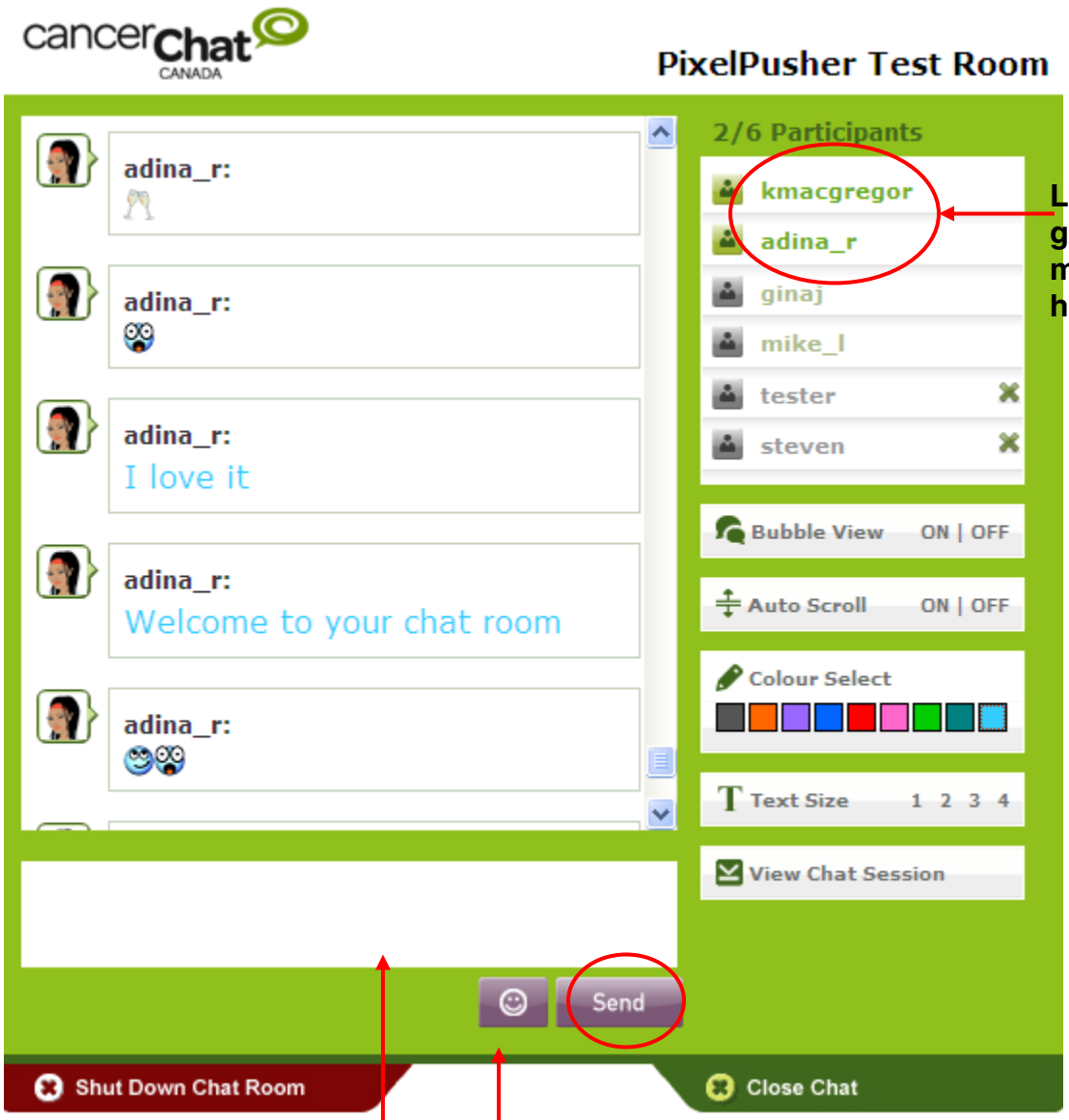
Click on the Join Chat button to join an active chat


Chat > Your Chat Groups
Your Chat Groups
Select Chat Avatar
Discussion Forum
Update Registration Form
Welcome, adina_r!
Here are your active chat groups and the facilitators and members.
Your Active Chat Groups:
Join Chat
We are hosting this chat for admin staff and facilitators to test out the chat window tool in advance of launch this week. Please sign in and use the various emoticons and functions. Change your avatar by clicking on the Avatar button on the side navigation (on the left).
Chat Schedule:
Collapse
Oct 5 10:45am - 1:30pm
View Transcript
Oct 6 10:00am - 6:00pm
View Transcript
Oct 7 9:00am - 11:00pm
View Transcript
Group Members:
mike_l
kmacgregor
adina_r
ginaj
dharmapa
joannes
test222
heather_r
admin

Click on View Transcripts to read previous chats

Group members chat avatar listed with username

Chat Room Features

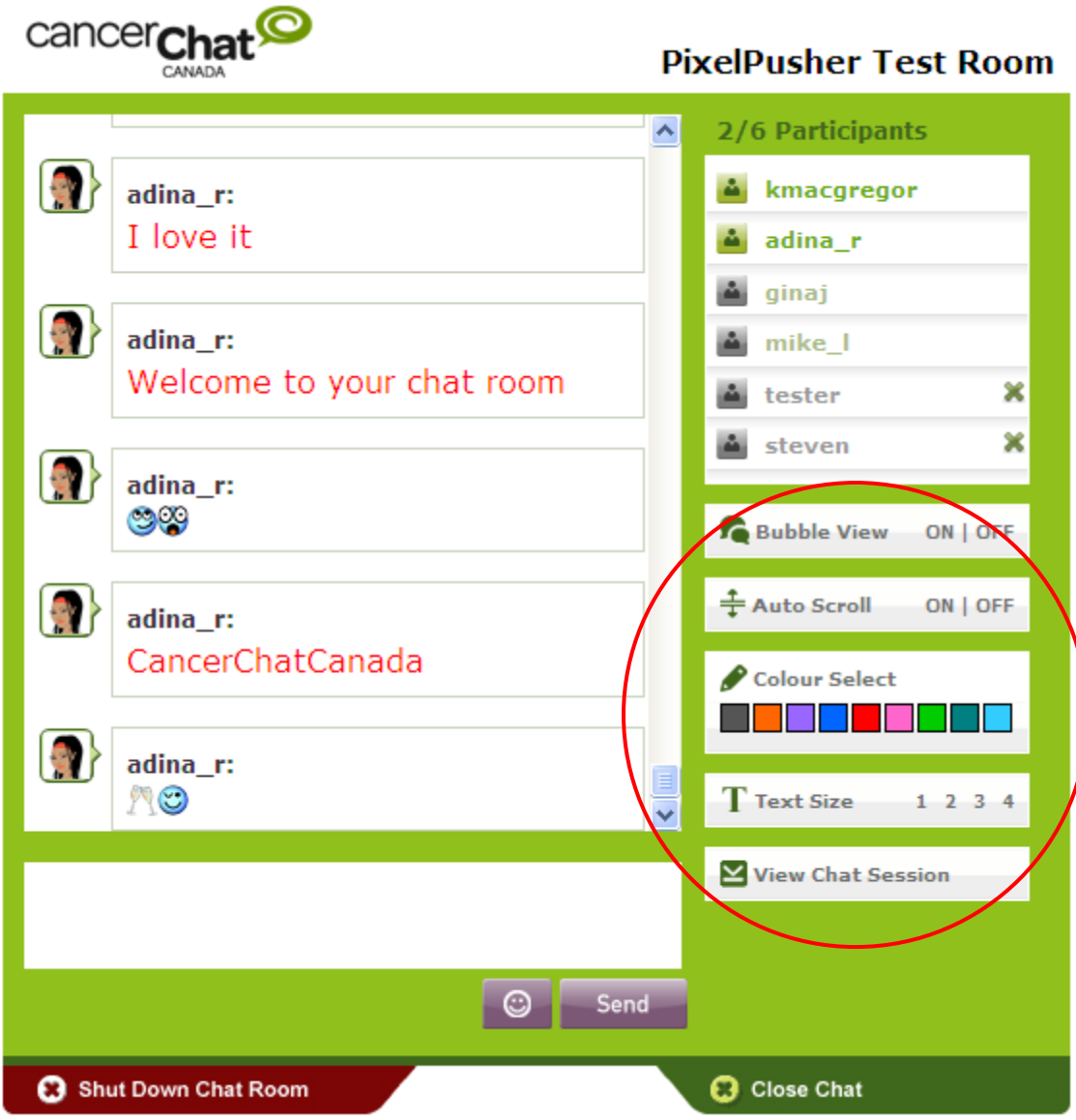


1. **To post a message, type in the text box shown.**

2. **Click on the Send button.**

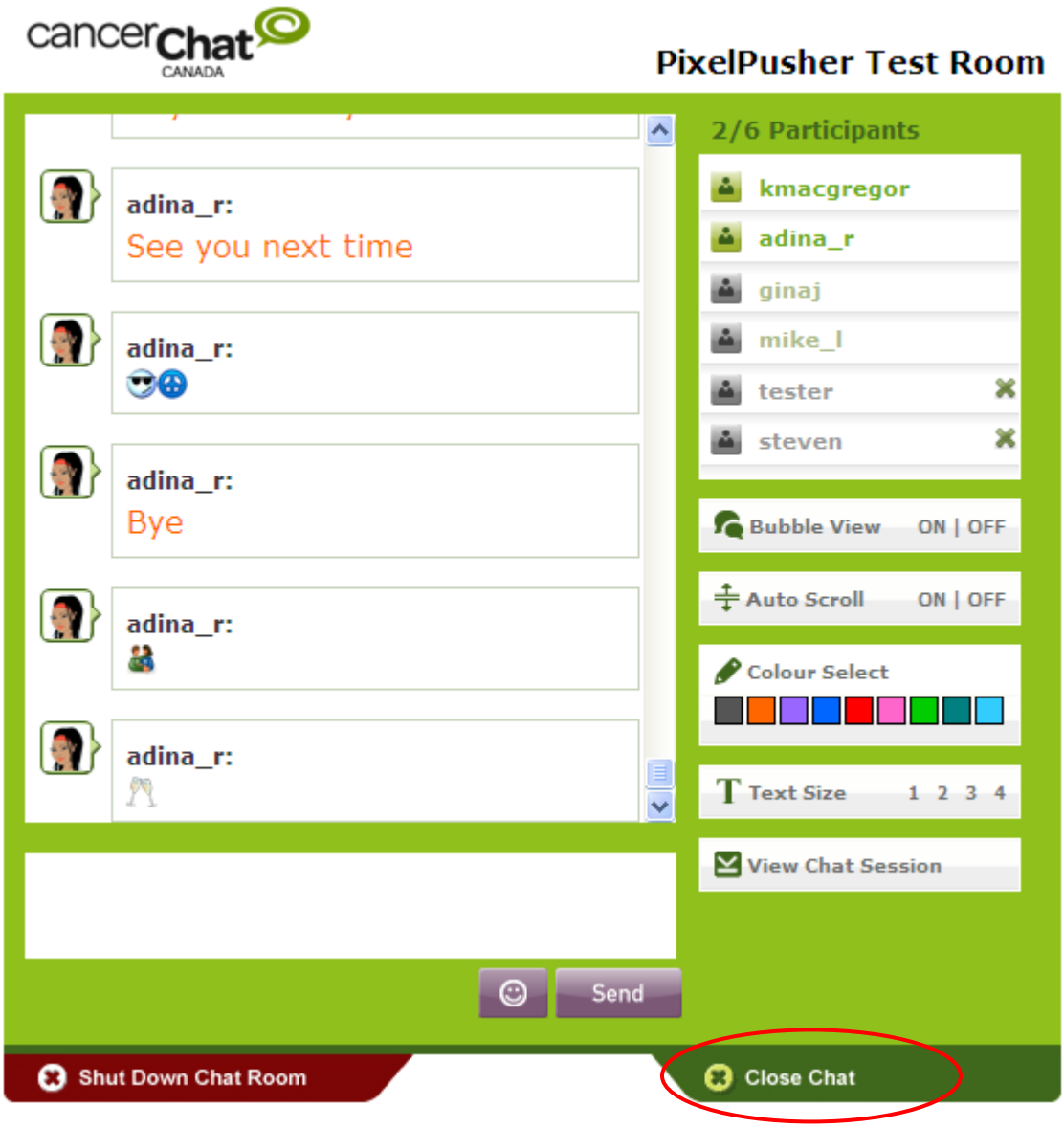
3. **Emoticons are little icons that allow for a bit of non-verbal communication, such as hugs, tears and smiles etc.**

4. **After you press send, your message will appear on the big window above.**



1. **Bubble view ON, you can view the chat discussion enclosed in bubble.**
2. **Turning Auto Scroll ON will automatically take you to new posts. Auto Scroll OFF allows you to manually control the browsing of chat posts.**
3. **Color Select allows you to pick a font color for your posts.**
4. **Text Size changes the font size of your posts**
5. **View Chat Session allows you to view posts you have missed if you log in late.**

Close Chat Session

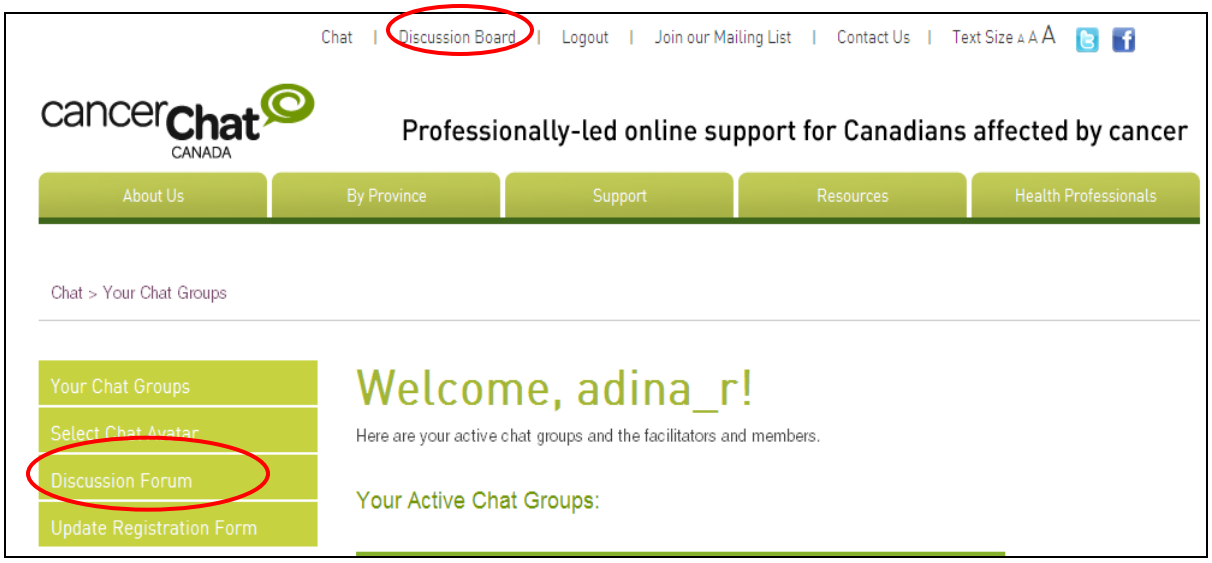


Click on the Close Chat button on the bottom right corner of the chat room. This will end you chat session and take you back to the Welcome Page, where you can browse another page or log out.

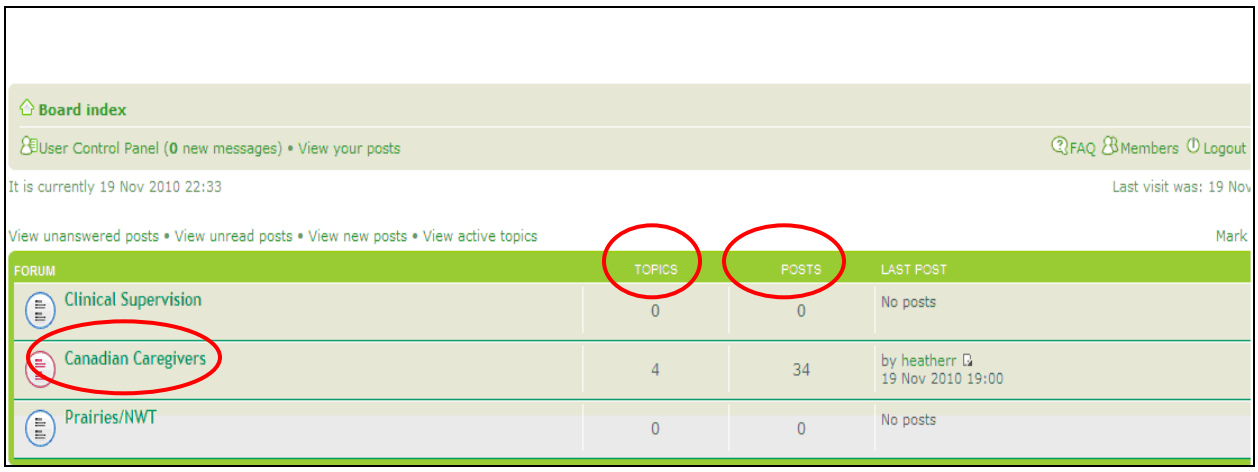
Discussion Board/Forum/Bulletin Board

A discussion board may also be called a message board or bulletin board or forum. A discussion board is an application that allows the posting, replying and reading of messages. Cancerchatcanada.ca uses this technology to provide an easy way for members to interact and support one another when they are not in their group chat. Online facilitators are not actively part of the bulletin board.

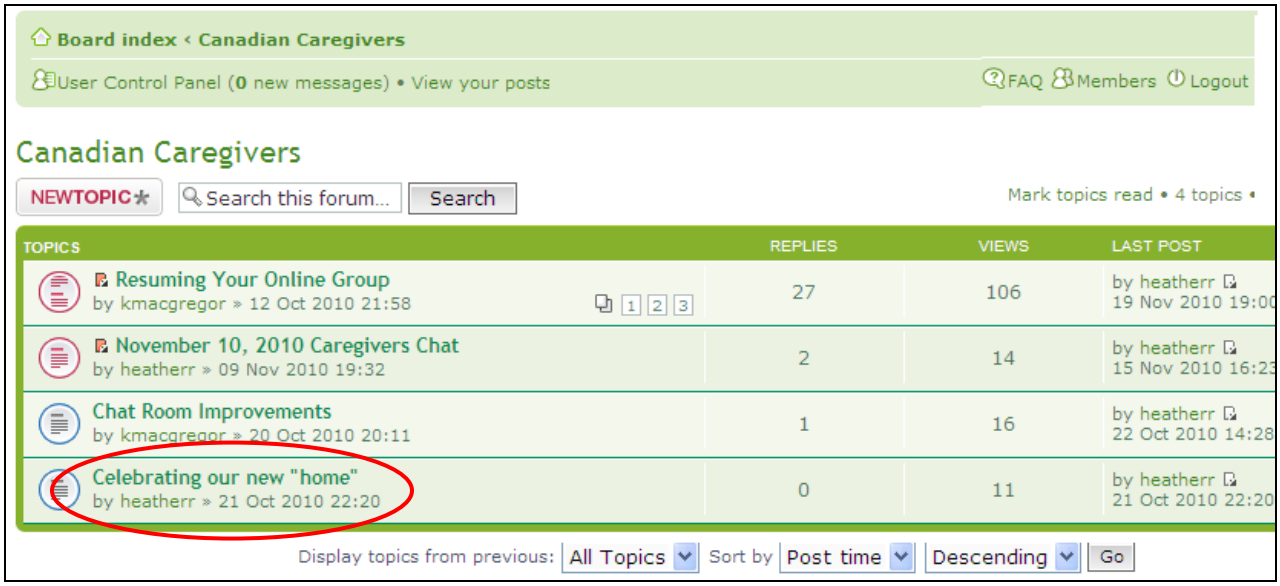
1. **Once a member logs in, he or she can access the discussion board on the left navigation panel or the header tab.**


Chat | Discussion Board | Logout | Join our Mailing List | Contact Us | Text Size A A A
cancerChat CANADA
Professionally-led online support for Canadians affected by cancer
About Us
By Province
Support
Resources
Health Professionals
Chat > Your Chat Groups
Your Chat Groups
Select Chat Avatar
Discussion Forum
Update Registration Form
Welcome, adina_r!
Here are your active chat groups and the facilitators and members.
Your Active Chat Groups:

A group member can view their group forum (same name as their chat platform) when they log in. For example, a caregiver will see the Canadian Caregivers forum. You can view the different Topics already discussed in the forum and number of Posts and the date posted.



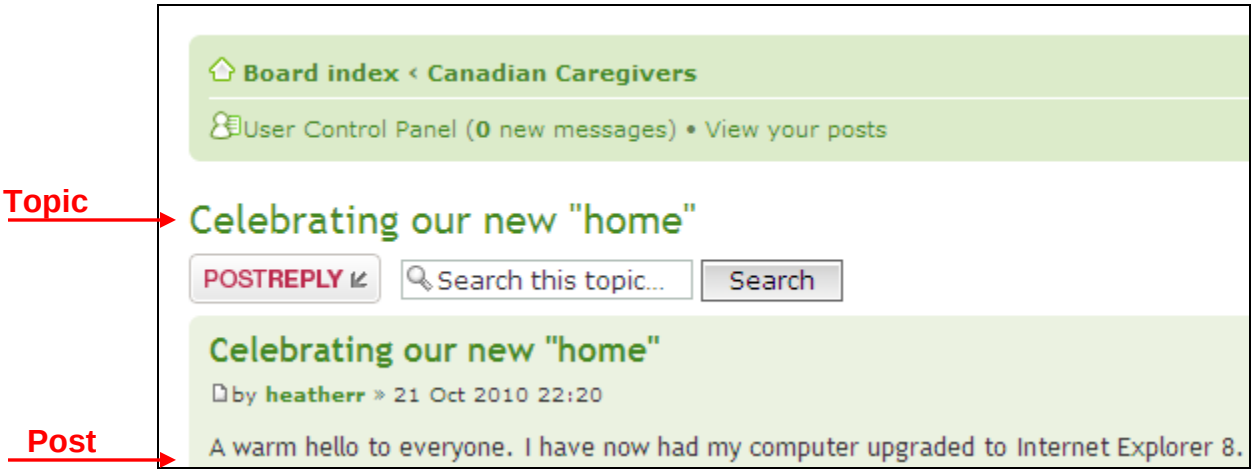
2. **Click on your Forum to view the Topic Folders posted. The topics of discussion will appear in the window below.**



3. **Reading a post**

3.1 To read the content of topic folder, click on the Topic Name to read the posts. The individual messages from a group member are called posts.

3.2 Posts are in chronological order from the oldest (top) to the newest (bottom)

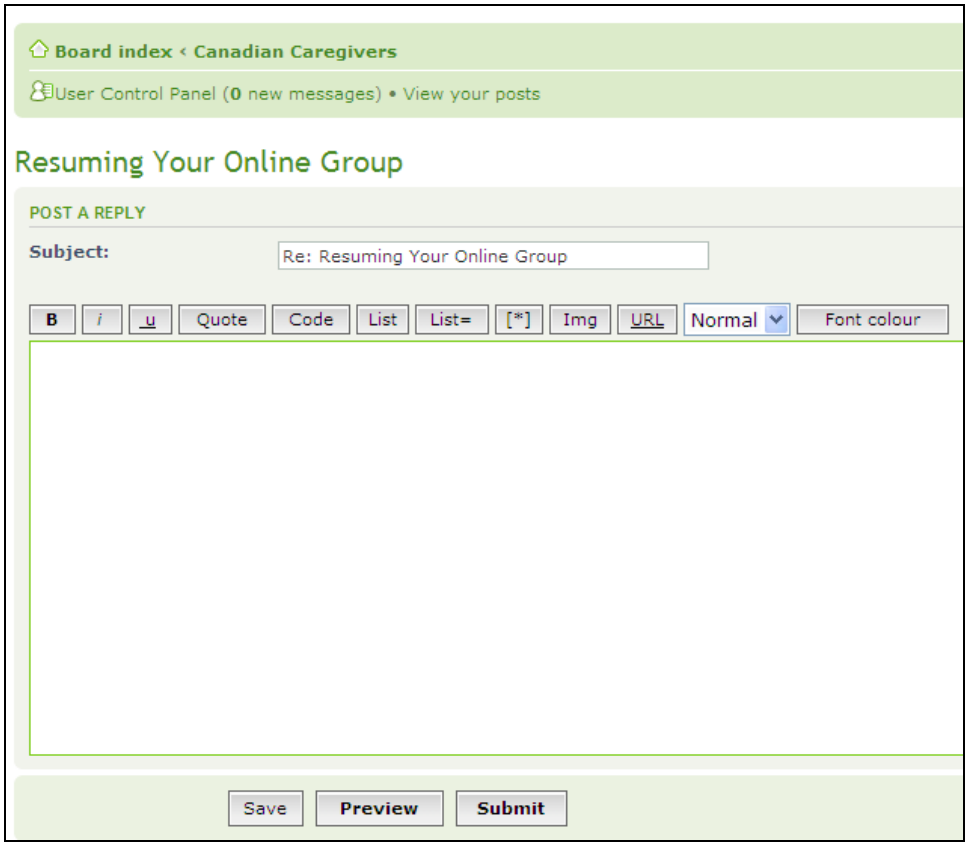

Topic
Post
Board index ‹ Canadian Caregivers
User Control Panel (0 new messages) • View your posts
Celebrating our new "home"
POSTREPLY
Search this topic...
Search
Celebrating our new "home"
by heatherr » 21 Oct 2010 22:20
A warm hello to everyone. I have now had my computer upgraded to Internet Explorer 8.

3.3 At the bottom on the right, there is an indicator for pages-if there are 2 pages or beyond, click on the number to view the page you want.

4. Replying to a post

4.1 When you reply to a post or comment, click the POSTREPLY button.

4.2 The message screen or post creation screen will appear.

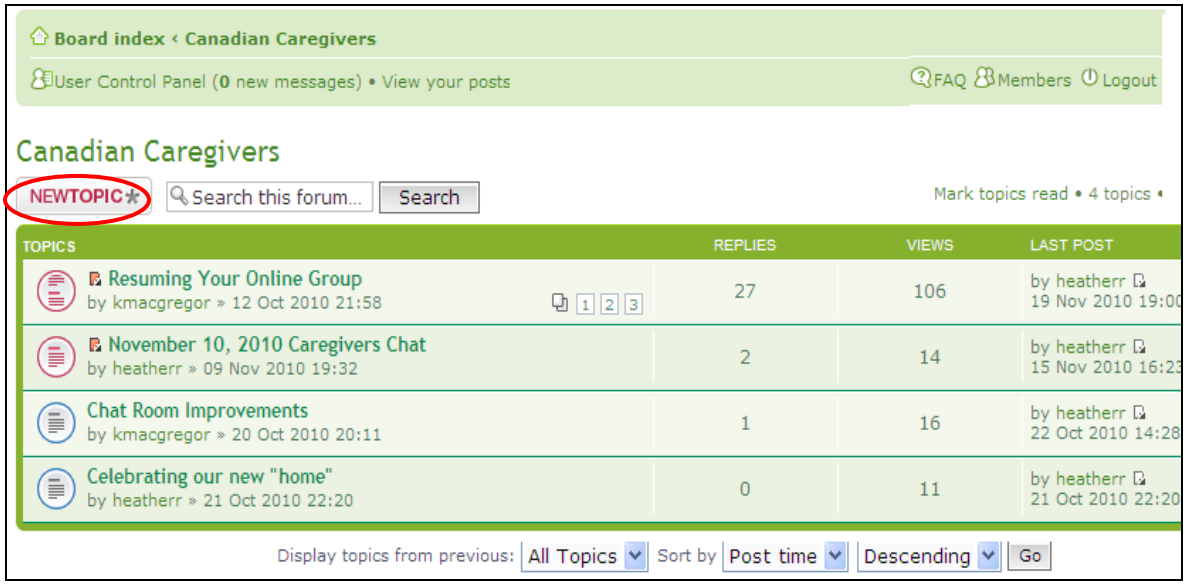


4.4 Write your message in the text box and click Preview to view it, click Save to save your draft to post later and click Submit to share your post on the board.

5. Creating a new post on a topic

This will allow you to post something on a topic not discussed yet. After your post, other group members may comment and hence creating thread for the discussion.

5.1 Go the Forum main page.



5.2 Click the NEWTOPIC icon.

5.3 The new topic screen will appear where you can write your post related to that topic. On the subject line write your topic name.

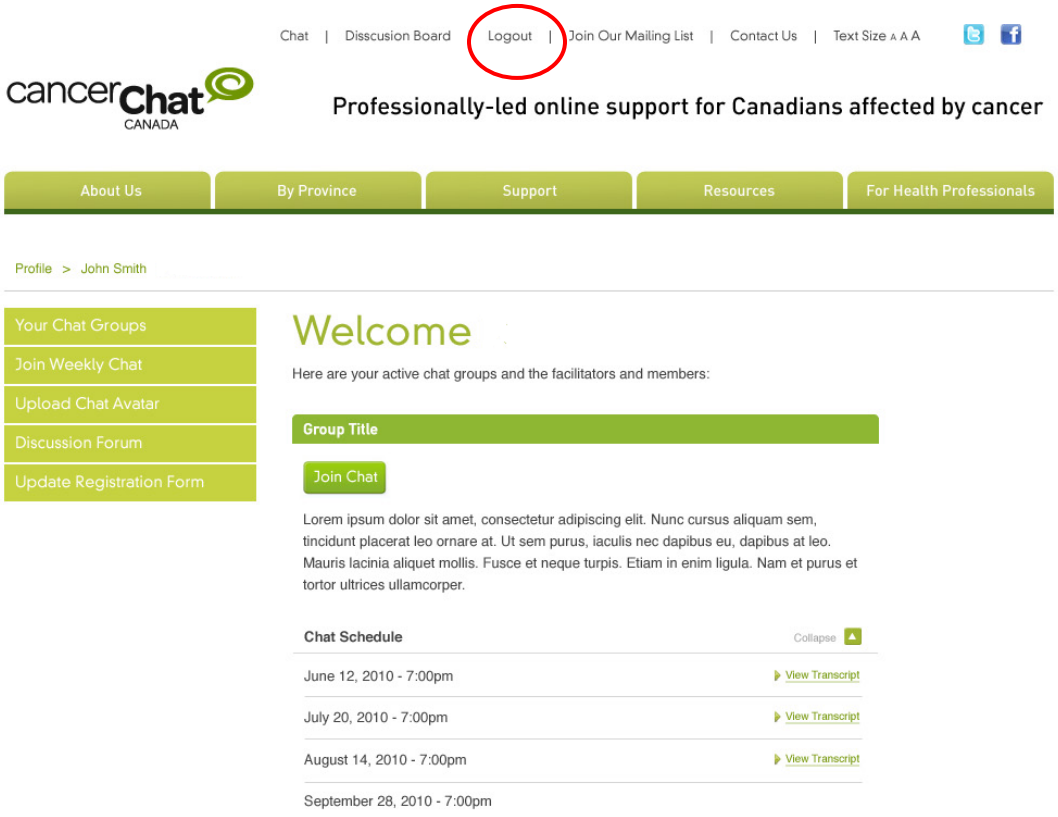
5.4 You can Preview and format your post before posting.

5.5 Click Submit to share your new post.

Note: If you have any questions about accessing the discussion board, please contact Adina or Kate at 1800 663 3333 ext 4965 or 4955.

Logging out

When you are done with your session, you can choose to Logout of the system.


Chat | Disscusion Board | Logout | Join Our Mailing List | Contact Us | Text Size A A A
cancerChat CANADA
Professionally-led online support for Canadians affected by cancer
About Us
By Province
Support
Resources
For Health Professionals
Profile > John Smith
Your Chat Groups
Join Weekly Chat
Upload Chat Avatar
Discussion Forum
Update Registration Form
Welcome
Here are your active chat groups and the facilitators and members:
Group Title
Join Chat
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc cursus aliquam sem, tincidunt placerat leo ornare at. Ut sem purus, iaculis nec dapibus eu, dapibus at leo. Mauris lacinia aliquet mollis. Fusce et neque turpis. Etiam in enim ligula. Nam et purus et tortor ultrices ullamcorper.
Chat Schedule
Collapse
June 12, 2010 - 7:00pm
View Transcript
July 20, 2010 - 7:00pm
View Transcript
August 14, 2010 - 7:00pm
View Transcript
September 28, 2010 - 7:00pm

From anywhere in the system, you can go to the icons bar at the top of the page and click Logout if you want to exit. Logging out is highly recommended if you are sharing your computer. You will have to log in next time you want to join in.

Glossary of Terms and Acronyms

Here is a collection of terms that are used both in this document and on the website.

Bulletin board	May also be called a message board or a discussion board or forum. A bulletin board is an application that allows the posting, replying and reading of messages. Cancerchatcanada.ca uses this technology to provide an easy way for members to interact and support one another. Online facilitators are not actively part of the bulletin board. Once a member logs in, a page containing the discussion board topics opens. This is where they can post topics or reply to topics that have been posted. To read a topic, simply click the title of the topic and you will be taken to a page that shows the entire discussion for that topic.
Chat Room	A chat room is a Web site, part of a Web site, or part of an online service such as CCC, that provides a venue for members to communicate in real time (synchronous). Inside the chat room, generally there is a list of the people currently online, who also are alerted that another person has entered the chat room. To chat, users type a message into a text box. The message is almost immediately visible in the larger communal message area and other users respond.
Forum	A collection of discussion topics. Access to forums is based on membership in an online support group.
Lurking	A practice where users can enter chat rooms and read messages without sending any.
OSG	Online support group
Post	A single message within a (Bulletin Board) topic
Topic	A topic is a conversation within a forum. Good etiquette is to only post related responses to a topic. If you have something new to discuss, start a new topic.

What are the abbreviations and acronyms I see others using? Acronyms and abbreviations are often used to speed up typing. You can also use symbols to express emotions. Select some (from the ☺ menu) as you type.

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The following list provides some of the shorthand used with online chat.

- AFK - Away from keyboard
- BBS - Be back soon/shortly
- BRB - Be right back
- BTW - By the way
- CYA - See ya
- FYI - For your information
- IMHO - In my humble opinion
- LOL - Laughing out loud
- LTNS - Long time no see
- LTNT - Long time no talk
- NBD - No big deal
- OIC - Oh I see
- ROFL - Rolling on the floor laughing
- THX - Thanks
- WTG - Way to go

Some abbreviations specific to the chats?
Some short forms have become fairly standard when talking with others who are familiar with breast cancer. You'll often see these shorter versions:

- chemo - chemotherapy
- DCIS - ductal carcinoma in situ
- dx - diagnosis
- meds - medications/medicines
- mets - metastasis/metastases
- rads - radiation therapy
- tx - treatment

Emoticons= Description

	Big Grin		Grin		Red Face
	Compassion		Half smile		Roll Eyes
	Confused		Hold hands		Silly
	Cool		Hugs		Smile
	Dizzy		Mad		Tongue
	Eek		Neutral		Wink
	Frightened		No words		
	Frown		Peace		